

**FY 2002 STAKEHOLDER INVOLVEMENT EVALUATION**  
**INEEL WATER INTEGRATION PROJECT**  
**September 30, 2002**

**I. Introduction**

The INEEL Water Integration Project was launched on January 7, 2002, with a commitment to involve stakeholders throughout the life of the project. The following outcomes are expected from involving the public:

- A forum will be created for sharing ideas and concerns with issues clearly defined early in the process.
- Stakeholders will provide meaningful input into decisions that affect their lives and work responsibilities
- Improved decisions will result from including broader perspectives and an expanded set of options
- Costly delays in project approval and implementation will be avoided by involving the public from the outset.
- An informed constituency will result from cultivating an understanding of INEEL issues and challenges.

A stakeholder involvement plan was developed during the first six months of the project that reflected the opinions and suggestions of various stakeholders. Activities are proposed to help achieve the plan's five major objectives as outlined in the balance of this report.

**II. Strengthen and Expand Stakeholder Relationships**

**A. Water Integration Project Briefings** (257 people briefed in 18 sessions for up to two hours)

<u>Date</u>	<u>Size</u>	<u>Location</u>	<u>Stakeholder Group</u>
1/24	10	Fort Hall	Shoshone-Bannock Tribal Council
1/31	25	Rexburg	High Country Resource Conservation & Development Council
3/19	20	Idaho Falls	INEEL Citizen's Advisory Board
3/26	25	Jerome	Mid-Snake Resource Conservation & Development Council
4/25	12	Idaho Falls	INEEL High Level Waste Program Support
4/26	15	Pocatello	Idaho State University Engineering Seminar
5/2	15	Gooding	Wood River Resource Conservation & Development Council
5/22	10	Pocatello	Three Rivers Resource Conservation & Development Council
6/4	2	Boise	BBWI Field Office Staff
6/4	2	Boise	Congressional Staff Briefing (Craig & Otter)
6/4	2	Boise	Idaho Department of Education officials
6/5	3	Boise	Idaho Statesman Editorial Board
6/13	23	Hailey	Hailey Rotary Club
7/2	14	St. Anthony	St. Anthony Rotary Club
7/29	2	Idaho Falls	Idaho Migrant Council
8/5	12	Jackson, WY	Teton Conservation District
8/27	15	Idaho Falls	INEEL Water Resources Committee
9/4	50	Ketchum	Ketchum/Sun Valley Rotary Club

## **B. Publications Produced/Distributed in Support of Objective:**

1. The *Stakeholder Involvement Plan* for the INEEL Water Integration Project was developed following a 2-day planning retreat held February 19-20, 2002, in Twin Falls, ID. Fourteen individuals contributed to the development process, resulting in a 20-page report distributed in draft form in March 2002. Internal and external comments were incorporated into the document in June, and a final publication was published in July 2002. The 44-page final plan lays out five public participation objectives and multiple public involvement activities between 2002 and 2005.

2. The *Stakeholder Involvement Plan Supplement* is a loose-leaf binder comprised of the following background materials:

- Specific Comments and Correspondence
- Event Reports
- Web Site Statistics
- Presentations/Publications
- Competency in Public Participation
- Values and Uncertainties
- Meeting Minutes

The *Supplement* is provided to those in project leadership and those in public participation. It is an ongoing record of public involvement for those who require project-specific activities. Included is a growing project constituency list that exceeds 250 people, including those who recently attended the Hydrogeology Tours.

## **III. Strengthen INEEL Competencies to Manage Public Participation**

### **A. International Association for Public Participation – Certificate Course in Public Participation**

Three of four training modules have been conducted under the sponsorship of the INEEL Water Integration Project in support of strengthening INEEL competencies in public participation. The scheduled training courses include:

- Foundations of Public Participation – June 10, 2002
- Designing Effective Public Participation Programs – June 11, 2002
- Effective Communications for Public Participation – September 24, 2002
- Tools and Techniques for Public Participation – December 3-4, 2002

The following individuals have participated in these training sessions to date:

Lane Allgood	INEEL Communications	1,2,3
Julie Braun	INEEL Ecological and Cultural Resources	1,2,3
Janice Brown	INEEL Ecological and Cultural Resources	1,2,3
Brad Bugger	DOE-ID Communications	1,2,3
Joe Campbell	INEEL Communications – ER	1,2,3
Rick Dale	INEEL Communications	1,2
Teri Ehresman	INEEL Communications - NE	1,2,3
Stacey Francis	INEEL Communications - EM	1,2,3

Deborah Hill	INEEL Research Communications	1,2,3
Karen Hsu	HLW Program Support	1,2,3
Tim Jackson	DOE-ID Communications	1,2,3
Alan Jines	DOE-ID Communications	1,2
Marilynne Manguba	INEEL Ecological and Cultural Resources	1,2,3
Clayton Marler	INEEL Ecological and Cultural Resources	1,2,3

B. Intermountain Chapter for the International Association for Public Participation

A major commitment has been made by INEEL employees to participate in the newly formed Intermountain Chapter for IAP2, including Stacey Francis who now serves as the Idaho representative on the board. Several INEEL employees attended the international conference in Salt Lake City last May and Jan Brown plans on submitting the Water Integration Project experience as a case study for the chapter's first annual conference November 16-17, 2002.

**IV. Ensure Receptive and Responsive Project Communications**

A. Open Management Meetings

Weekly open management meetings have been a hallmark of the INEEL Water Integration Project since its inception. Anyone from the public or interested agency who wishes to attend the Wednesday afternoon meeting may attend in person or call in to an 800 number. Since January 23, 2002, a total of 31 meetings have been held averaging 14 in attendance. INEEL and DOE attendees each average six attendees along with two attendees from external organizations.

Because relatively few members of the public have been interested in attending these meetings over the first nine months, it is recommended that only one open meeting be held per month. This meeting should be advertised as a "Monthly Progress Session" with a presentation on a project-related subject.

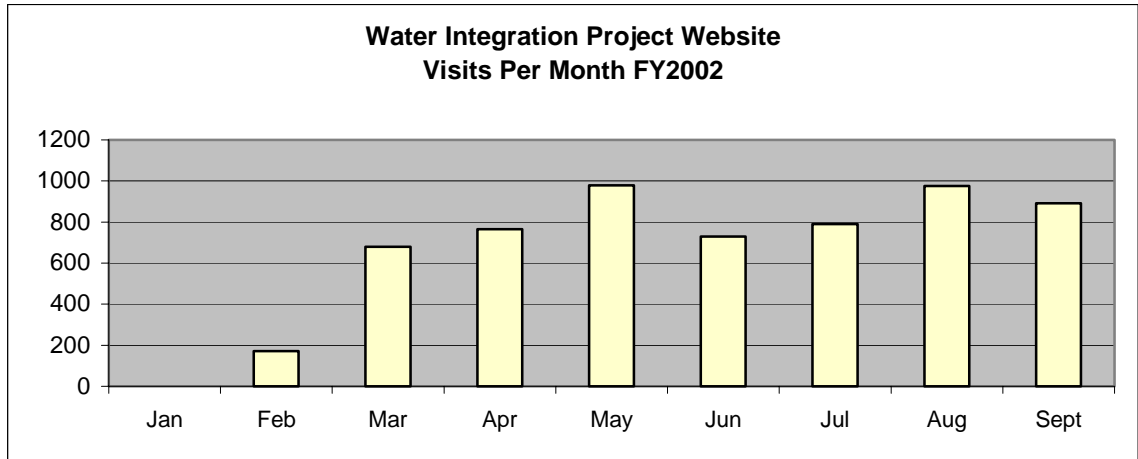
B. Web Site Statistical Report and Recommendations

The final statistics for use of the Water Integration Project Web Site through September 2002 are shown below:

**Summary Usage Statistics**

**Launch Date: February 19, 2002**

<b>General Statistics</b>									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Visits		172	679	765	978	729	790	976	891
Unique Visitors		82	275	323	407	305	358	446	416
Visitors who visited once		56	211	259	327	248	274	334	329
Visitors who visited more than once		26	64	64	80	57	84	112	87
Ave # Visits/day on weekdays		19	28	28	35	29	28	37	34
Most active day of the week		Wed	Wed	Mon	Wed	Wed	Wed	Wed	Wed
Most active hour of the day		8-9 am	8 - 9 am	7-8 am	7-8 am	7-8 am	7-8 am	7-8 am	7-8 am



The suggestion box has not been used at all by the web site users, so it is questionable whether this aspect of the Water Integration Project web site should be continued. After June statistics indicated a fall-off in interest, activity has rebounded and the site has averaged over 800 visits per month.

#### C. Constituency Evaluation and Responsiveness Summary

At the close of September, the entire constituency list was contacted via email to determine how responsive the Water Integration Project team has been to stakeholder needs and concerns. Fourteen surveys were completed (plus one narrative response) with the following results and comments:

##### 1. Do you feel sufficiently informed on the progress of the Water Integration Project?

13 yes, 1 no. The comment attached to the "No" stated, "Although I may not be sufficiently informed, I don't believe it is because the information is not available."

Indicate the means by which you have gained any information (check all that apply)

Personal attendance at briefings and workshops - 13  
 Visit the Water Integration Project Web Site - 6  
 Review project plans, fact sheets, and/or technical publications - 7  
 Rely on personal communications with project staff - 5  
 Other: Reports to the INEEL Citizens Advisory Board - 1; Field Trip - 1

##### 2. How responsive has the project team been to your requests for assistance or information?

Highly responsive - 9; Satisfactory - 2; Poor - 0; Doesn't Apply or left blank - 3

Please explain:

- Provided copies of documents out for review - VZ Roadmap, Conceptual Model, GWMP
- The team made a presentation to the High Country RC&D Council on 1/31/02 with a follow up session during our 3/28/02 meeting.

- My requests for information have dealt with INEEL site-wide vadose zone and aquifer roadmap meetings starting in April 2002. Personnel have been very responsive with respect to may requests for information regarding agendas and meeting times. Technical issues have been discussed during the two meetings that were well facilitated. I am not aware of other water integration activities so I cannot comment beyond the specific activity noted.
- Jeff Perry has provided the CAB with documents and periodic reports.
- The DOE and BBWI project managers are basically available to me anytime I need information.

3. To what degree have you participated in the following activities (many left blanks)

	Multiple Times	Once or twice	Never
Weekly Team Meetings	4	1	3
Project Briefings	1	3	7
Assigned Work Groups	2	3	4
Special Workshops	2	4	2
Hydrogeology Field Tour		5	6

4. Are you interested in becoming more involved in project implementation and decision making? If so, how can we help achieve that?

Yes – 7	No – 6	Left blank – 1
<ul style="list-style-type: none"> <li>• I am not interested in becoming involved to the point of decision making but am interested in keeping informed on projects as they arise.</li> <li>• Provide a longer review time for project documents.</li> <li>• Make better use of input by stakeholders. In practice, the process is still “informed consent”; stakeholders are involved in the process, not necessarily in the decision. Formally diagram the decision-making process(es), including the names of individuals who will be held responsible.</li> <li>• I am especially interested in the efforts between the different site groups to coordinate ground water sampling (locations, timing, chemicals of interest, sampling procedures, etc.) An opportunity to participate in conference calls, when available, would be appreciated when these topics are being discussed.</li> <li>• Keep me informed of activities, plans, and changes in the course of operations.</li> </ul>		

5. In your own words, what do you feel is the purpose of the INEEL Water Integration Project?

- The purpose should be to combine all subsurface activities into a consolidated effort whereby common interests such as schedules are optimized and costs are minimized. vadose zone interests must be linked to ground water concerns and all stewardship and regulatory monitoring efforts should be coordinated where practical. New approaches for sampling the vadose zone and ground water should be reviewed for broad-based application to site activities.
- I hope the project is to address all water-related aspects of operations at the INEEL.

- Ensure that the research activities funded at the INEEL meet the lab's needs. Coordinate field monitoring/well installation among various sampling program (i.e. WLAP, CERCLA).
- To educate the public about the condition of the vadose zone under the INEEL, with some additional attention to describing the various research going on in the subsurface area.
- To coordinate the various separate research programs that deal with groundwater, vadose zone, and the Snake River Aquifer. This allows researchers to know what is going on outside their program and for users to have a single point of contact for information.
- The water-related projects at the INEEL have always been disjointed and we have had hundreds of different projects with their own sets of assumptions. I think the basic idea is to find out what everyone had done, take the best of it and try and make sure folks in the future use a reasonable set of assumptions for their analyses.
- To improve the quality of information and the quality of decisions by which the INEEL achieves its cleanup and long-term stewardship plans.
- The purpose of this project is to develop and apply the appropriate science needed to assess ground water pollution levels, monitor the level of risk to the public, and develop cleanup technologies.
- Successfully reduce threats to water resources using good science and stakeholder involvement.
- To integrate all environmental data into a comprehensive evaluation of the site. Inform the public concerning the work, contamination, potential risks and achievements at INEEL.
- It serves as a subcommittee to the Water Resources Committee. The WI Project is a systematic study whose ultimate goal is to define the INEEL's effect on the SRPA and vadose zone above it.

## 6. Additional Observations

- This was really needed. I was hopelessly confused on what was going on. It appeared that there was no coordination and a lot of duplication [actually not true].
- My interest in the Water Integration Project as an elected official is to obtain information on projects underway at INEEL that may affect, or already affect, water quality in the Snake River Aquifer and, with a factual understanding of the potential and existing problems, pass that information on to constituents.
- I am concerned that the project is establishing unrealistic public expectations about what the project outcome will be – namely, I don't think the public understands what a "conceptual model" is or how much (or little) influence it will have on the actual removal of contaminants and wastes from the INEEL at this point in time. It has been a great PR campaign and good educational effort, but I wonder if it is truly worth the expense? \$300,000 a year to take 100 people on tours? What is DOE getting out of this? The answers to these questions need to be more evident.
- I really enjoyed the tour and had a lot of my concerns pacified and felt that a true picture was being shown to us concerning groundwater contamination problems. I am impressed with the efforts taken to correct the problems. I feel the INEEL is a great asset to our state and country.

Affiliations: DOE or INEEL – 4      Other federal agency – 2      Private citizen - 2  
 State/local agency – 6      Elected official - 1

## V. Enhance Stakeholder Understanding of Project Needs and Issues

### A. Activities Designed to Enhance Stakeholder Understanding

1. *State Agency Briefing* - INEEL Oversight hosted a state agency workshop in Boise on June 5 to provide a comprehensive overview of the Water Integration Project and current INEEL environmental monitoring programs. In attendance were 44 agency personnel and six presenters. (see the attached evaluation summaries)
2. *Appointed RC&D Committees* – The High Country RC&D Council has included participation in the Water Integration Project in its work plan for 2002. A planning session was held on March 28 in Rexburg to appoint an ad hoc committee to represent each interested county. In addition, the Wood River RC&D Council formed a nine-person advisory committee for the Water Integration Project including a local legislator and a Snake River Alliance member. This group met on August 29 in Shoshone, Idaho.
3. *Hydrogeology Field Tours* – A decision was made in July to offer INEEL Site tours to interested constituents of the Water Integration Project to enhance understanding of the landscape and subsurface features on the Eastern Snake River Plain and the contaminant challenges facing INEEL. Three cosponsors were recruited to handle tour reservations and logistics:
  - Idaho Council on Industry and the Environment (September 13 – 19 attendees)
  - Wood River and Mid-Snake RC&D Councils (September 25 – 31 attendees)
  - High Country and Three Rivers RC&D Councils (September 26 – 17 attendees)

Summary of All Three Tours

	1=Needs Improvement 5= Outstanding	9/13/02 Average	9/25/02 Average	9/26/02 Average	Overall Average
<b>A. Preparation and Tour Logistics</b>					
1. Ease of Registration		4.62	4.39	4.6	3.40
2. Advance Information		3.77	3.64	4.31	3.92
3. Comfort of Travel		4.75	4.39	4.46	4.52
4. Food/Beverage		4.40	3.8	4.36	4.21
<b>B. Tour Content and Presentation</b>					
1. Craters of the Moon/Hell's Half Acre					
a. Quality/Clarity of Information		4.63	4.5	4.71	4.61
b. Quality of Speakers(s)		4.63	4.54	4.82	4.66
c. Enhanced My Understanding		4.69	4.13	4.75	4.52

	2. Radioactive Waste Management Complex				
	a. Quality/Clarity of Information	4.59	4.08	4.41	4.36
	b. Quality of Speakers(s)	4.59	4.42	4.59	4.53
	c. Enhanced My Understanding	4.71	4.17	4.47	4.45
	3. Engineered Barrier Test Facility (Testing Mobility)				
	a. Quality/Clarity of Information	4.06	3.83	4.06	3.98
	b. Quality of Speakers(s)	4.50	3.88	3.82	4.07
	c. Enhanced My Understanding	4.24	3.83	4	4.02
	4. Vadose Zone Research Park (Testing Hypotheses)				
	a. Quality/Clarity of Information	4.41	4.05	3.94	4.13
	b. Quality of Speakers(s)	4.47	4.18	4.38	4.34
	c. Enhanced My Understanding	4.44	3.86	4.13	4.14
	5. Idaho National Technology and Engineering Center (Where Monitors and Modelers Meet)				
	a. Quality/Clarity of Information	4.30	3.46	4.09	3.95
	b. Quality of Speakers(s)	4.27	3.62	4.43	4.10
	c. Enhanced My Understanding	4.13	3.46	4.46	4.02
	6. Test Area North (Bioremediation)				
	a. Quality/Clarity of Information	4.94	4.38	4.75	4.69
	b. Quality of Speakers(s)	5.00	4.38	4.75	4.71
	c. Enhanced My Understanding	4.94	4.33	4.75	4.67
	7. Lemhi Point (Surface Hydrology)				
	a. Quality/Clarity of Information	4.71	4.15	4.38	4.41
	b. Quality of Speakers(s)	4.71	4.2	4.25	4.39
	c. Enhanced My Understanding	4.57	4.3	4.25	4.37



INEEL Project Manager Doug Burns served as lead tour guide for each tour with assistance provided by Brennon Orr of Northwind Environmental and INEEL/DOE Communications staff (see the attached itineraries and evaluation summaries).

**B. Publications produced/distributed in support of objective**

1. *Introductory Project Fact Sheet* – A fact sheet was developed in April 2002 to introduce the Water Integration Project to a broad audience. The fact sheet has been widely distributed to those attending general briefings and the three outreach activities noted above. It appears on the INEEL web site as an introductory piece and will be available for those attending the INRA Subsurface Science Symposium in Boise in October 2002. One thousand copies were printed for distribution through 2003.
2. *Hydrogeology Tour Guide* – A tour booklet was designed in August/September to enhance the experience of those attending one of three hydrology tours offered in September. The guide is intended to expand understanding of new terminology and difficult scientific concepts for the interested lay person. The tour itinerary, map and explanations of each stop were designed to orient the traveler in advance and provide a basis for more thoughtful questions on the trip itself. As a take home piece, the guide highlights the key features of both the *Conceptual Model Summary* document and the *Vadose Zone/Groundwater Roadmap Supplement*. 200 copies were printed.

**V. Strengthen “Key” Products and Decisions through Stakeholder Involvement**

**A. Value Engineering Sessions in Support of Vadose Zone/Groundwater Roadmap**

Two value engineered sessions were held in Idaho Falls in FY 2002 to 1) identify, define and prioritize technical uncertainties in our understanding contaminant movement through vadose zone and groundwater systems, and 2) match uncertainties to priority problems faced by operations personnel at the INEEL. The results of these sessions have contributed to the final Vadose Zone/Groundwater Roadmap Supplement now available on the web site for public comment.

9/10	9/11	NAME	Representing	4/2-3
		Amos, Melvin IV	DOE-ID	X
		Becker, Bruce	INEEL	X
		Brailsford, Beatrice	Snake River Alliance	X
X	X	Burns, Doug	INEEL	X
X	X	Frederick, Dave	INEEL Oversight	X
X		Gibson, Patrick	INEEL	
X		Hall-Collins, Rachel	DOE-ID	
		Hull, Larry	INEEL	X
		Kauffman, Richard M.	DOE-ID	X
X	X	Knobel, LeRoy	USGS	X
X	X	Kowall, Steve	INEEL	
X	X	Mattson, Earl	INEEL	
X	X	Magnuson, Swen	INEEL	X
X	X	McCarthy, James	INEEL	X

X	X	McLing, Travis	INEEL	X
X		Natoni, Patty	DOE-ID	
X	X	Nimmo, John	USGS	
X	X	Nuckols, E. B.	DOE Headquarters	X
X	X	Nygaard, Dean	DEQ	
X	X	Orr, Brennon	North Wind Env't'l	X
X	X	Perry, Jeffrey N.	DOE-ID	X
X	X	Pierre, Wayne	EPA	X
X	X	Powell, Amy	ANL-W	
		Rydalch, Dave	Citizen's Advisory Board	X
X	X	Shaw, Mark	DOE-ID	
X	X	Smith, Dick	INEEL	X
X		Smith, Robert W.	UI/INRA	X
		Street, Leah	INEEL	X
		Tanner, John	Coalition 21	X
		Weingartner, Brooks	DOE-ID	X
X	X	Winter, Gerry	Idaho DEQ	X
		Wright, Mike	INEEL	X
X	X	Yonk, Alan	INEEL	X

## B. Conceptual Model Summary Work Group

In 2002 a subcontractor performed an independent analysis of various conceptual models that have been developed by the INEEL, U.S. Geological Survey and other researchers over the past fifty years. The authors compared the USGS conceptual model developed on a subregional basis with those developed by the INEEL for nine facility areas. The report documents substantial areas of agreement among scientists with respect to their understanding of the INEEL subsurface, with competing hypotheses remaining in these areas:

- The Geohydrologic Framework
- Matrix Hydraulic Properties
- Sources of Recharge and Discharge
- Geochemistry
- Contaminant Characteristics

The draft *INEEL Subregional Conceptual Model Report Volume I – Summary of Existing Knowledge of Natural and Anthropogenic Influences Governing Subsurface Contaminant Transport in the INEEL Subregion of the Eastern Snake River Plain* is now under internal review and will soon be available for public comment. Listed below are the individuals providing guidance to this aspect of Water Integration Project:

<u>INEEL</u>	<u>North Wind Environmental</u>
Steven A Eide	Brennon Orr
Alan K Yonk	
Phillip M Wright	<u>USGS</u>
Paul L Wichlacz	Joe Rousseau
Richard P Smith	Dan Ackerman
Ronald C Arnett	
James McCarthy	<u>State Oversight</u>
	Dave Frederick